



# DTSW NEWSLETTER

EDITION 13

JANUARY 2001



## The Director's Corner

DTS-W is starting the year 2001 under new leadership. Michael Newton, a DTS-W employee for the past 23 years and DTS-W Director since 1988, has left DTS-W for a development assignment with GSA. Everyone who has had the pleasure of working with Mike will miss him. Larry Miller will serve as the Acting Director until the position is formally advertised and filled on a permanent basis.

The new challenges during the year 2000 were received with much enthusiasm, which resulted in a successful transition to WITS2001, and building a lasting relationship with GSA.

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# TSCO CONFERENCE UPDATE

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To ensure that the Newsletter remains informative, we ask that you submit questions, comments or any information wished to be included to Defense Telecommunication Service – Washington (DTS-W) Plans Branch. Electronic responses may be submitted to [renee.peters@dtsw.army.mil](mailto:renee.peters@dtsw.army.mil) or 703 696-7880. Look for us at our website: [www.dtsw.army.mil](http://www.dtsw.army.mil)

Comments can be mailed to: **DTS-W NEWSLETTER  
ATTN: PLANS BRANCH  
DEFENSE TELECOMMUNICATION  
SERVICE-WASHINGTON  
1700 N MOORE STREET, SUITE 1475  
ARLINGTON, VA. 22209-1903**



# TSCO CONFERENCE UPDATE

Conference Date: Thursday, 25 January 2001  
Time: 8:00 a.m. Until approximately 2:30 p.m.  
Location: Cohen Building (Health & Human Services)  
330 Independence Avenue, S. W.  
Washington, D. C.  
Entrance at 3rd and C Streets.  
First Floor Auditorium

Transportation: Blue or Orange Line Metro  
To Federal Center SW station  
3rd St. exit, to C St(approximately 2blks)

Conference Focus: WITS2001 Transition  
Funding Process  
Ordering Process  
Centralized Billing Process  
Connectivity to Service@once  
WITS/TEMPO Comparison  
Roles & Responsibilities (i.e. Designated Agency  
Representative, TSCO, etc.)  
WITS 2001 Questions and Answers

Budget Officers are invited to attend also.

Please bring your completed WITS 2001 Application Form with you. Assistance in completing the forms will be available.

RSVP by 16 January 2001 to one of the following: Lois Smith, lois.smith@dtsw.army.mil - 703-696-8884; Jackie Fowler, elease.fowler@dtsw.army.mil - 703-696-8671; William Martin, william.martin@dtsw.army.mil - 703-696-9099 Or your DTS-W account manager.

Continental breakfast will be served. Lunch and/or other snacks will be the responsibility of each attendee. There is a cafeteria in the building, and several eateries within a 2 block radius.

If the Government is closed due to inclement weather, the conference will be held at the above location on Thursday 1 February 2001.

# Special Handling Charges for Tariff Circuits

Special handling charges may apply to Switched and Special Access Service, which in most cases are interstate circuits. Per the FCC-1 Verizon is authorized to charge special handling fees when customers create the need to modify, expedite, cancel or change an order. To avoid these charges, please make every effort to request exactly what you need when placing your initial order. FCC-1 Tariff Access Services carry specific ordering change charges. Below, is a brief description of the most common charges and their application. Complete FCC-1 Tariff Access Service Ordering Options for Switched and Special Access Service may be found in Section 5.2 of the tariff.

**Date Due Change Charge-** Example: TSCO calls the TEMPO Business Office to change the date due on an existing order for new service or rearrangement of existing service. The Date Change charge is \$100.00 and the Universal Service Order Code (USOC) which appears on the completed order is OMC. Please note the new date due may not exceed the original date by 30 calendar days or Verizon will cancel existing order and apply a Cancellation Charge and a new order must be placed. This fee applies per order, per occurrence basis.

**Expedite charge-** Example: An order is placed with request for an earlier date due than the Standard Interval service date for the Access Service ordered. The request for an earlier date may be received from the customer prior to the issuance of the Access order, or after the Access order has been issued, but prior to the date due. The charge to expedite an Access order is \$300.00 and the USOC that appears on the completed order is EOD. This charge will apply per order per occurrence basis

**Cancellation Charge** Example: TSCO request the TEMPO Business Office to advise Verizon technician to cancel the Access order. The applicable charge is based on the amount of provisioning completed by Verizon at the time the order is cancelled. The closer the cancellation request is to the date due the higher the charge. In most cases the maximum Cancellation Charge is \$750.00, however, there are Access services (ex. TV, HC- DS3) that carry a higher charge because of their provisioning requirements. The USOC that appears on the completed order is CCA.

**Design Change Charge-** Example: TSCO requests TEMPO Business Office to complete a design change of an existing order. A design change is any change to an Access order and entails a engineering review completed by Verizon personnel, revisiting service ordered, as well as requested changes, to determine design change. Design changes include, addition or deletion of optional features or functions, ie, channel interface. Design Change Charge is \$125.00. The USOC that appear on the completed order is H28. Please note, in some cases, a requested change may be to cancel an existing order and replace with a new order. These changes generate a Cancellation Charge of the original order. Charges apply per order per occurrence basis



## Delivery Order Closeout

The Special Projects group closed out a significant number of Delivery Orders for fiscal years 1996 through 2000:

| FY  | No. Closed Out | (Additional) Request for Close Out |
|-----|----------------|------------------------------------|
| '96 | 642            | 258                                |
| '97 | 464            | 370                                |
| '98 | 87             | 252                                |
| '99 | 21             | 41                                 |
| '00 |                | 98                                 |

Delivery Order close out is a continuous process, which requires researching, analyzing and follow-up of each outstanding order. The Special Projects group, along with Verizon, Defense Supply Service-Washington and you, the customer, help ensure release of claims is provided for each Delivery Order closure.

## Changes To The DTS-W Web Page

On the horizon, are changes to DTS-W's web site. The webmasters are presently researching various web-authoring tools in order to enhance DTS-W's present web page and to keep current with web standards. Initiatives to allow users to perform quick hits to the website homepage are already beginning to take place.

Information regarding Y2K will be removed. Anticipate new additions such as, a Customer Care Section, which will provide customers quick access to DTS-W mailing addresses,

Webmaster address for comments and/or suggestions and the Customer Care Desk for general answers/guidance, FAQ, and WITS questions.

The WITS 2001 Section will provide up-to-date information regarding the transition, effective 1 April 2001.

The TSCO Letters section will contain both new and archived letters and memos.



## Tid Bits... Did You Know...

- ICELAND CONSUMES MORE COCA COLA PER CAPITA THAN ANY OTHER COUNTRY
- MOST DUST PARTICLES IN YOUR HOME ARE FROM DEAD SKIN
- A CROCODILE IS UNABLE TO STICK OUT ITS TONGUE
- A RAT CAN LIVE LONGER WITHOUT WATER THAN A CAMEL
- ALMONDS ARE MEMBERS OF THE PEACH FAMILY
- THERE ARE MORE CHICKENS IN THE WORLD THAN PEOPLE
- MOST MONEY IS NOT MADE FROM PAPER, ITS MADE FROM LINEN
- THE TEDDY BEAR WAS NAMED AFTER THE U.S. PRESIDENT THEODORE ROOSEVELT
- A GIRAFFE CAN GO LONGER WITHOUT WATER THAN A CAMEL
- CLOUDS FLY HIGHER DURING THE DAY THAN AT NIGHT
- AN ADULT BEAR CAN RUN AS FAST AS A HORSE
- THE AVERAGE PERSON BLINKS MORE THAN 10,000,000 TIMES A YEAR
- THERMOMETERS ORIGINALLY WERE FILLED WITH BRANDY
- PLAYING CARDS WERE ORIGINALLY INVENTED BY THE CHINESE

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